

# WORKFORCE PLAN



TEXAS BOARD OF PROFESSIONAL  
GEOSCIENTISTS  
2014-2015

## **FISCAL YEARS 2014 – 2015 WORKFORCE PLAN**

### Agency Overview

The Texas Board of Professional Geoscientists regulates the non-exempt public practice of geoscience. Core staff activities include:

- Reviewing applications for licensure/issuing new licenses to qualified applicants
- Facilitating the TBPG's Appointed Board's review of waiver requests (of license requirements) for appropriate action
- Processing license, registration and certification renewal applications
- Investigating complaints against unlicensed individuals and firms and the TBPG's licensees, registrants, and certification holders and facilitating the TBPG Appointed Board's review of proposed disciplinary action for appropriate action
- Facilitating the TBPG Appointed Board's activities related to its review of individual issues (complaint case reviews and application and waiver request reviews)
- Providing information to the public regarding the regulation of the non-exempt public practice of geoscience by the TBPG
- Providing customer service to licensees, registrants, and certification holders and the general public related to TBPG's programs
- Completing administrative tasks related to the operation of the TBPG as a state agency (fiscal processes, human resources processes, interacting with and providing reports to "oversight" state agencies and Legislative entities)
- Implementation of/ensuring compliance with existing and newly passed federal and state law

The agency notes the following issues that need to be tracked more closely over the next biennium:

- Utilization of the system the agency has set up that integrates the review process of initial applications for Professional Geoscientist licensure (including examination requests), Geoscience Firm registration, and Geoscientist-in-Training certification programs with the agency regulatory database so that new licenses, registrations and certifications are issued and tracked efficiently and effectively
- Utilization of the system the agency has set up that integrates the online and "in-house" Professional Geoscientist licensure, Geoscience Firm registration, and Geoscientist-in-Training certification renewal processes with the agency regulatory database so that new licenses, registrations and certifications are issued and tracked efficiently and effectively.

- Utilization of the system the agency has set up that integrates the investigation and adjudication of complaints against licensees, registrants, and certificate holders with the agency regulatory database.
- Implementation of SB 138 passed in the 83<sup>rd</sup> Regular Texas Legislative Session

A great deal of TBPG staff time has been and will continue to be spent in daily operations (completing implementing administrative, financial, licensing and enforcement functions).

The agency's workforce needs are expected to change with the implementation of SB 138, but these changes are expected to be managed with some existing staff changing how work time is allocated. It is expected that there will be a decrease in the amount of staff time spent working on the planning and implementation of training and outreach activities related to the implementation of SB 138 (because many of these activities will be complete). It is also expected that there will be a corresponding increase in complaints (and the staff time relating to the investigation and adjudication of complaints).

The agency continues to need staff that can implement existing systems and processes and develop and refine work systems as the needs of the agency change over time.

## CURRENT WORKFORCE PROFILE (SUPPLY ANALYSIS)

There are many important that must be performed by the agency. Over time, the TBPG Executive Director has made some adjustments to the agency's use of positions, detaining key duties and responsibilities in position descriptions and completing annual evaluations of staff performance. This strategy has maximized the utilization of staff resources appropriated to the agency. At this time, the agency has particularly highly skilled staff in place in key positions. This ensures that the agency can manage all of its fiduciary responsibilities.

### A. Critical Workforce Skills

There are several critical skills that are important to the agency's ability to operate. TBPG has dedicated its focus on workforce planning issues that will address the most critical areas in the agency. These issues include placing greater emphasis on employees with knowledge, skills and abilities in management and leadership, flexible budgeting, development of work systems and policy, licensing and related customer service; enforcement, and implementing outreach programs/communications systems. Key knowledge, skills and experience include:

- Leadership and management skills
- High level communications skills
- Implementation of an effective licensing and enforcement database product
- Revenue/budget tracking and reporting of performance measures
- Conducting complaint investigations; adjudicating complaints involving violations
- Maintaining licensing functions (applications reviews, coordination of renewal and late notices, consumer service/support, etc.) and developing new programs
- Interpreting legal statutes and developing policy
- Human resource knowledge

### B. Workforce Demographics

The following charts profile the agency's workforce as of May 30, 2014. The agency's workforce is comprised of 71% females and 29% males. Over 86% of the employees are over the age of 40. The percentage of employees with less than five years of state experience stands at 14%.

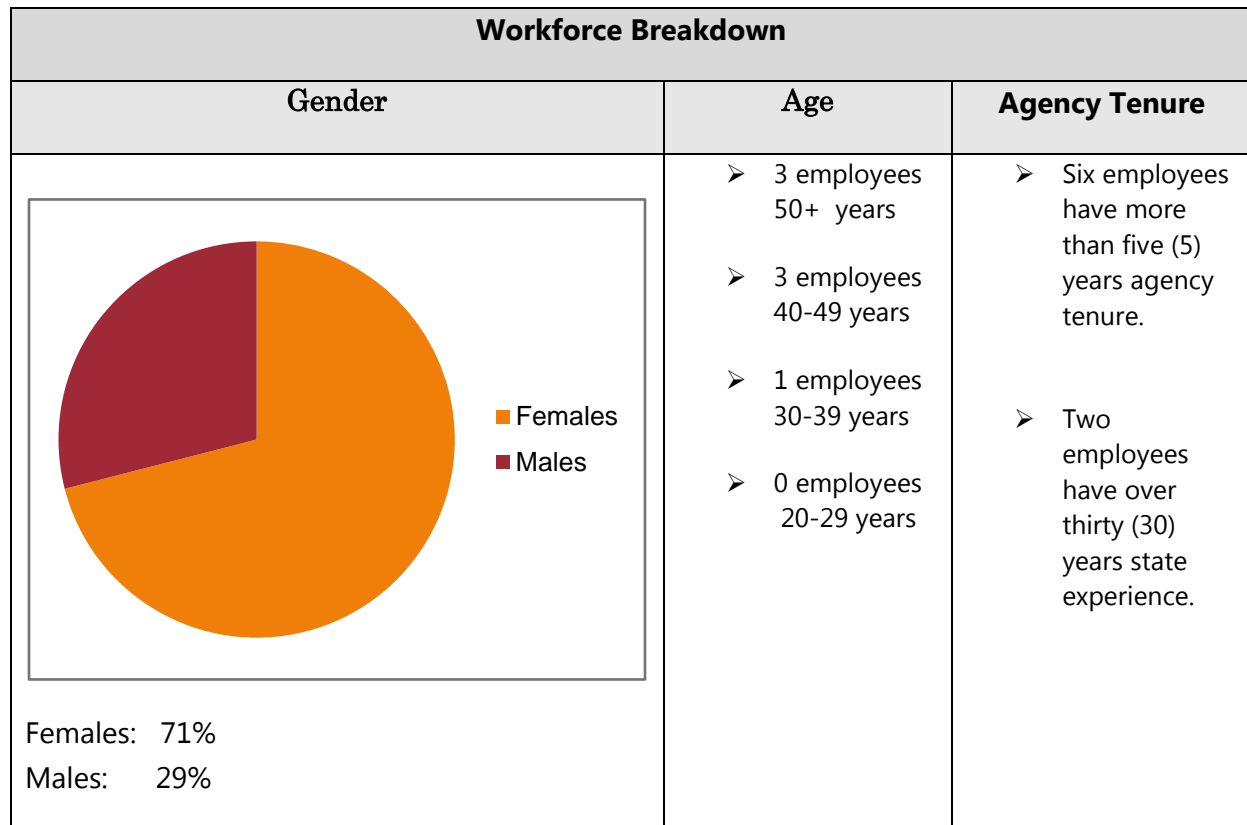
### C. Employee Turnover

Turnover is an important issue in any organization and TBPG is no exception. The agency turnover rate in Fiscal Year 2014 was 25%.

### D. Retirement Eligibility

During fiscal years 2014 -2019, one employee is eligible to retire. One employee is retired from state government. It is important to ensure that the agency's institutional knowledge and organizational experience be preserved.

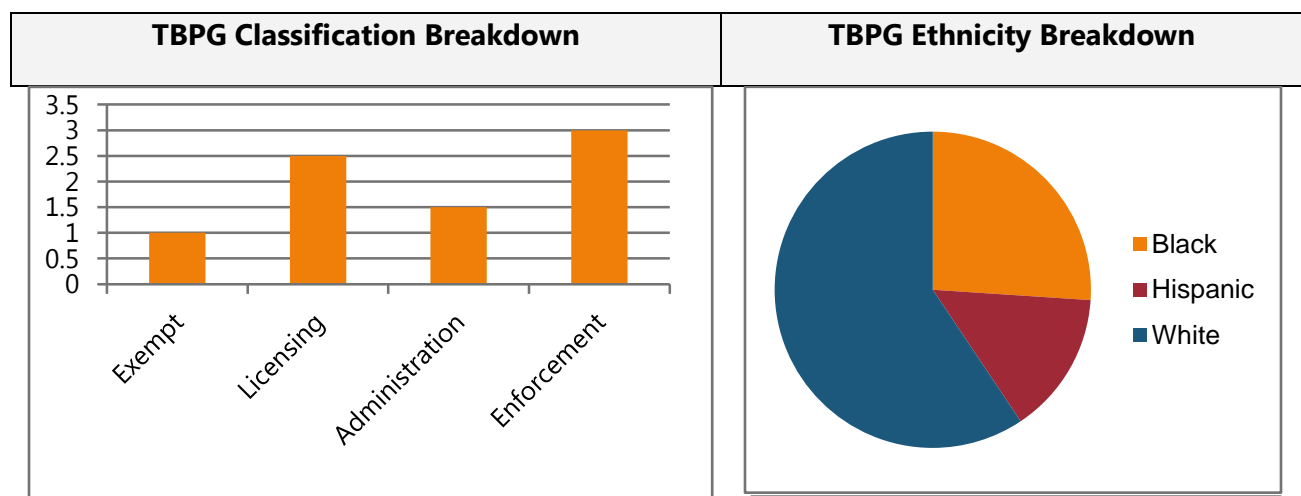
Figure 1: Workforce Breakdown



The agency is authorized 8 full time employees. There are currently 7 employees who are on staff to execute the functions of the agency.

The ethnic distribution of the staff is 29% Black, 14% Hispanic and 57% White. The following tables compare the classes and ethnicity of the agency.

Figure 2: Classification Breakdown & Figure 3: TBPB Ethnicity Breakdown



## Future Workforce Profile (Demand Analysis)

The demand for an effective regulatory model means TBPB will have to revise current processes and reorganize business units. As a result, these are the changes we anticipate in our workforce:

### A. Critical Functions

- Implementation of an effective licensing and enforcement database product
- Revenue/budget tracking and reporting of performance measures
- Conducting complaint investigations; adjudicating complaints involving violations
- Maintaining licensing functions (application reviews, coordination of renewal and late notices, consumer service/support, etc.) and developing new programs
- Interpreting legal statutes and developing policy

### B. Anticipated Workforce Changes

- Increased use of technology to revise and streamline work processes
- Employees cross-trained in functional areas

### C. Anticipated Increase/Decrease in Number of Employees Needed to Do the Work

The agency's current level of FTEs appears to be sufficient to complete its mission in the future. However, any reductions could jeopardize the agency's ability to continue to meet its objectives and responsibilities.

- At the beginning of 2014 the roles of TBPB staff were redefined to better utilize the knowledge, skills and abilities of existing staff.
- Three staff members, including an Enforcement Coordinator, an Enforcement Specialist and an Administrative Assistant are assigned to enforcement efforts.
- Two staff members, including the Licensing Coordinator and an Administrative Assistant are assigned to licensing and related efforts.
- One staff member fulfills the agency's needs in the roles of Chief Financial Officer, Risk Management Coordinator, Human Resources Office and related functions.
- One staff member serves to coordinate activities related to the informational services strategy.
- The agency has employed the use of technology to minimize the number of staff needed to complete necessary duties and fulfilling responsibilities of the agency.

#### D. Future Workforce Skills Needed

To administer the Texas Geoscience Practice Act effectively, the agency relies on a competent and knowledgeable staff. In addition to the critical competencies listed before, these are additional ones essential for the agency to maintain in its staff in the future:

- Change Management
- Process analysis
- Collaboration
- Negotiation and facilitation
- Project management
- Performance management
- Strategic planning
- Leadership and management skills
- High level communication skills
- Human resource knowledge
- Database management
- Web management
- External communication
- Publication skills

## NOTES





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For more information, please contact:

Charles Horton, Executive Director  
Leticia Kappel, Chief Financial Officer

Texas Board of Professional Geoscientists  
PO Box 13225  
Austin, TX 78711  
512 936-4400 Office  
512 936-4409 Fax

[www.tbpg.state.tx.us](http://www.tbpg.state.tx.us)